



## Aeroprise Mobility for BMC Remedy Service Desk

Manage incidents on smartphones for greater service and lower IT cost

### FEATURED PARTNER



### KEY BENEFITS

- > Manages incidents and problems anywhere, anytime
- > Reduces IT support costs
- > Limits business-critical asset downtime
- > Improves customer service
- > Deploys in three days with no changes to BMC Remedy Service Desk functionality
- > Automatically inherits and updates ITIL workflow on the mobile device
- > Gives managers a real-time, 360-degree view of the IT infrastructure
- > Lets staff mobilize specific fields, reports and alerts
- > Endorsed by Fortune 500 companies and U.S. government agencies



Extend BMC Remedy Service Desk functionality, reports and workflow to mobile devices with Aeroprise's pre-configured, easy-to-use mobility solution. When technicians can view, create, update and reassign trouble tickets on the road, IT support cost falls, critical asset downtime shrinks and customer satisfaction improves. With a 360-degree live view of IT, managers can make faster and better-informed business decisions.

### BUSINESS CHALLENGE

The service desk is key to keeping your business running. Still, when critical issues occur, field technicians are cut off from the BMC Remedy Service Desk application and you lose track of who's doing what. Returning to the office to update records and respond to new issues hurt productivity, service level performance and your ability to manage a complex IT infrastructure. How do you manage incidents and problems away from the desk?

### THE BMC MARKETZONE DIRECT SOLUTION

Aeroprise Mobility for BMC Remedy Service Desk extends key features and functionality to BlackBerry, Windows Mobile, iPhone and other smartphones. With only a three-day deployment, support staff can view, create, reassign and update trouble tickets on the road, while managers monitor the IT infrastructure, service level performance and systems availability anywhere, anytime.

For IT Infrastructure Library® (ITIL®) compliance, Aeroprise automatically inherits and updates any workflow changes made to the BMC Remedy Service Desk application. Information entered on the mobile device is instantly updated in the BMC Atrium Configuration Management Database (CMDB). The Administration Console lets you mobilize filters and active links with a few clicks. And users can easily extend specific fields, reports and alerts from the Personalization Console.

### Reduce IT support costs with higher productivity

Mobile technicians are often 30 percent more productive when they don't need to return to their desks to manage incidents and problems.

### Decrease critical asset downtime

Instant alerts minimize downtime of critical equipment by delivering real-time ticket information to the mobile device.

### Improve customer service

Mobile technicians respond to IT problems faster and document new issues more thoroughly.

### Lower hardware expenses

Significantly cut your capital expenses by equipping staff with mobile devices rather than expensive laptops and ineffective pagers.

### Gain a 360-degree view of your IT infrastructure

Mobilize incident management to control complex IT operations and support business priorities, such as growing revenue, reducing costs and enforcing compliance.



## MOBILIZE IT SERVICE MANAGEMENT

Aeroprise provides mobile solutions for the following BMC Remedy applications:

- > IT Service Management Suite
- > Service Desk
- > Change Management
- > Asset Management
- > Action Request System

## ABOUT MARKETZONE DIRECT PRODUCTS

Through the BMC MarketZone Direct program, BMC is able to resell third-party products that complement and/or augment our own products. As a MarketZone Direct product, these products are available under BMC license and support terms.

## ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best-practice IT processes, automated technology management, and award-winning BMC Atrium technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the midsized business. Founded in 1980, BMC has offices worldwide and fiscal 2008 revenues of \$1.73 billion. Activate your business with the power of IT. [www.bmc.com](http://www.bmc.com).

## FEATURES

<b>Alerts</b>	Receive and acknowledge tickets with detailed problem information
<b>Access</b>	View tickets by priority, location, date and more
<b>Create</b>	Create new tickets directly from the handheld device
<b>Update</b>	Change multiple fields and save the updates with a click
<b>Resolve</b>	Update the BMC Remedy Service Desk system as soon as an issue is resolved
<b>Reassign</b>	Transfer tickets to other members of the IT support staff
<b>Reports</b>	Provides up-to-date snapshots of key performance indicators
<b>Search</b>	Quickly locate information in multiple trouble tickets
<b>Display</b>	Mobilize the specific fields in BMC Remedy Service Desk that technicians need to effectively resolve issues
<b>Personalization Console</b>	With point-and-click ease, users can define which types of alerts, reports and data are required on the road
<b>Administration Console</b>	Helps administrators configure and integrate Aeroprise with the BMC Remedy applications
<b>Security</b>	VPN-level security, including IP range restrictions, 128-bit AES encryption and session controls
<b>Automatic Device Optimization</b>	Applications are automatically tailored to the mobile device's screen, bandwidth, connectivity and processing power
<b>Offline Connectivity</b>	Users can continue work offline as updates are seamlessly transmitted when the device connects to the network

## ALIGNMENT WITH BEST PRACTICES

In your quest to align IT to business needs that optimize availability and reduce costs, you must ensure that mobility is a corner stone of your Business Service Management approach. A closed-loop ITIL process will make it easier for you to leave your desk knowing that business critical issues will be resolved, change requests will be managed successfully, and service level agreements will be met – even while you are remote

## TIE-IN TO BUSINESS SERVICE MANAGEMENT

Mobility allows you to manage IT from the perspective of the business. With Aeroprise, you enjoy better decision-making, proactive service support and less complexity. A mobile service support solution also provides business transparency, visibility and control.

## TECHNICAL SPECIFICATIONS

### System Requirements

- > Microsoft Windows Server 2000, Microsoft Windows Server 2003, Microsoft Windows Server 2008
- > Physical or Virtual Machine / Dual Core Processor / 2GB RAM / 3GB Available on Hard Drive / 32-Bit CPU

### Integrations

- > BMC Remedy Service Desk

### Mobile Operating Systems

- > Most mobile operating systems, including BlackBerry, Windows Mobile and iPhone

## ABOUT THE MARKETZONE DIRECT PARTNER

The world's most-deployed mobile solution for BMC Remedy applications, Aeroprise helps Fortune 500 companies and major public institutions extend IT service management functionality to mobile devices. Headquartered in Mountain View, California, Aeroprise is a privately held company.

## LEARN MORE

For more information, please visit [www.bmc.com/aeroprise](http://www.bmc.com/aeroprise) or call (800) 841-2031.



To learn more about how BMC can help activate your business, visit [www.bmc.com](http://www.bmc.com) or call (800) 841-2031.

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